

**DCSS P3 PROGRAM
FAIR HEARINGS WORKGROUP
OCTOBER 26, 2000
MEETING SUMMARY**

A. GENERAL

On Thursday October 26, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Program, Fair Hearings Workgroup held its sixth official session in Sacramento. The following members attended:

- ☒ Carlos Rivera, DCSS Co-Director
- ☒ Wendy Weisler, County Co-Director
- ☒ Cindy Cunningham, DCSS Analyst
- ☒ Diane Ward, County Analyst
- ☒ Steve Smith, Small County Representative
- ☒ Lori Anderson, Large County Representative
- ☒ Kathy Dresslar, Advocacy Representative
- ☒ Carla Khal, Judicial Council Representative
- ☒ Judi Bentzien, Franchise Tax Board
- ☒ Katie Wallace, Medium County representative

Ex officio:

- ☒ Larry Wilson, Facilitator (SRA)
- ☒ Michael Coleman

This meeting summary highlights points covered, material discussed, decisions made, and follow-up tasks for forthcoming sessions. Address corrections to the Facilitator, who will send corrected minutes to the Workgroup.

B. CONTINUING WORKGROUP TASKS

The Draft Final Report will receive several reviews and editing actions. The editors will make every effort to ensure that changes in wording do not change the meaning or intent of the original views of the Workgroup. However, it will be important for the Workgroup to review all changes to ensure that the original intent is preserved. Consequently, volunteers were solicited to provide the periodic reviews of the various versions of the report. The following Workgroup members will participate as peer reviewers for final reports. Kathy Dresslar, Carla Khal, Carlos Rivera, Katie Wallace, and Wendy Weisler

The Management Team has requested that at least two people from each Workgroup serve in an "on call" status to provide details, background, and insights from the Workgroup sessions. The following team members indicated a desire to continue to participate in whatever capacity may further support the Fair Hearings efforts: Lori Anderson, Cindy Cunningham, Kathy

Dresslar, Carla Khal, Carlos Rivera, Steve Smith, Katie Wallace, Diane Ward, and Wendy Weisler.

C. REVIEW OF PREVIOUS MEETING/STATUS REPORT(S)

No review of previous minutes or status reports took place.

D. COST/BENEFIT EVALUATION

Each recommendation was reviewed, and a notional cost and notional benefit was assigned. The resultant matrix is attached to these minutes.

E. NEXT STEPS

There was a discussion of the items identified as next steps. We considered including recommendations for changing the atmosphere in LCSAs—the concern being that many offices have the appearance of a corrections/prison office. The group decided that this issue is more of a customer access/security issue. The group decided not to include the recommendation in this report.

F. REVIEW OF LONG REPORT

The OCSE and Steering Committee comments were reviewed. In each instance, the comment had been previously addressed and was incorporated into the long report.

The Workgroup conducted a page-by-page evaluation of proposed changes to the long report. Numerous substantive and wording changes were made. The changes noted will be incorporated by Cindy and returned to the Workgroup for review prior to sending the report to the final QA process.

G. NEW HOMEWORK ASSIGNMENT

Review the final draft of the long report and return all comments to Cindy by October 31.

H. ATTACHMENTS

Cost/Benefit Evaluation Matrix.

Cost/Benefit Evaluation Fair Hearings Workgroup October 26, 2000

RECOMMENDATION		Cost (H, M, L)	Benefit/ROI (H, M, L)
Department of Child Support Services			
1	<p>DCSS shall develop a statewide uniform Local Complaint Resolution process. This process shall include the following:</p> <ul style="list-style-type: none"> • 90 calendar days to make a complaint • Method of complaint • Complaint intake procedures • Case review procedures • 30 calendar days to research and respond in writing to a complaint • Resolution procedures <p>Note: No maintenance and operations costs were factored into the evaluation</p>	L	H
2.	<p>Effective July 1, 2001 DCSS shall implement the uniform State Fair Hearing process to resolve disputes concerning denial of services, failure to meet required timeframes, distribution of child support, and case closure.</p> <p>Note: It is presumed that this includes a system for data capture and the continuance of FFP funds.</p>	M	H
3.	<p>The DCSS Fair Hearing process should be modeled, to the extent possible, on the California Department of Social Services (CDSS) Fair Hearing process, which includes the following components as contained in existing CDSS State Fair Hearing regulations:</p> <ul style="list-style-type: none"> • Request for State Fair Hearing • Setting the State Fair Hearing • Hearing Rules • Hearing Procedures • Postponements and Continuances • Hearing Dismissals • Proposed Decision • Action by the Director • Notice of Decision • Rehearing • Grant or Denial of Rehearing • Rehearing Rules • Compliance with State Fair Hearing Decision • Non-compliance with State Fair Hearing Decision 	L	H
4.	<p>DCSS should direct and assist each local child support program in establishing an Ombudsperson office to provide impartial assistance in resolving complaints.</p>	L	H
5.	<p>DCSS should fully fund and sponsor a comprehensive statewide public educational and outreach campaign that provides information on both the Fair Hearing and the Local Complaint Resolution processes.</p> <p>Note: It is assumed that this includes staffing, contract costs, and service delivery.</p>	M/H	H

RECOMMENDATION	Cost (H, M, L)	Benefit/ROI (H, M, L)
Local Child Support Agencies		
Note: The following four items were combined for this cost/benefit evaluation.	M/H	H
1. All local child support agencies shall implement the uniform Local Complaint Resolution process to resolve complaints from custodial and non-custodial parents regarding actions of the local child support agency.		
2. The local child support agency shall investigate all complaints and provide a written response within thirty (30) calendar days.		
3. Local Complaint Resolution procedures shall be exhausted prior to accessing a State Fair Hearing.		
4. Incorporation of State Fair Hearing activities into the local child support agency.		
California Legislation		
Mandate a single start date for Local Complaint Resolution process.	L	H
Additional Issues		
1. Data Capture	L/M	H
2. Inter-county issues	L	H
3. Interstate issues	L	H